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February 25, 2019

Marlene H. Dortch
Secretary
Federal Communications Commission (FCC)
445 12th Street, NW
Washington, DC 20554

DOCKET FILE COPY ORIGINAL Received & Inspected

MAR 05 2019

FCC Mailroom

Re: **EB Docket No. 06-36**
Section 64.2009(e) CPNI Certification
Two-Way Radio Service, Inc.
t/a TWR Communications
FCC Form 499-A Filer ID #: 812381

Dear Ms. Dortch,

Attached to this cover-page is our company's Customer Proprietary Network Information Certification (CPNI). It's followed by a Statement from the prior calendar year 2018 of Two-Way Radio Service, Inc. (t/a TWR Communications) 499-A Filer ID Number **812381**.

If you have any questions or require additional information, please don't hesitate to reach out to me by calling **(301) 777-2692 Ext. 132** or by email at: gary.mckenzie@twrcommunications.com.

Warmest Regards,

Gary E. McKenzie
President & CEO

Attachments to Follow

No. of Copies rec'd 0
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CPNI STATEMENT OF COMPLIANCE

Two-Way Radio Service, Inc. t/a TWR communications ("Carrier") has established operating procedures that ensure compliance with the Federal Communications Commission (the "Commission") regulations regarding the protection of Customer Proprietary Network Information ("CPNI") as set forth in the Commission's rules at 47 C.F.R. §§64.2001-2009.

Carrier has implemented a system whereby the status of a customer's CPNI approval can be clearly established prior to any use, disclosure, or access.

Carrier continually educates and trains its employees regarding the appropriate use and authorization of CPNI. Carrier has established disciplinary procedures should an employee violate the CPNI procedures established by Carrier.

Carrier maintains a record of its, and its affiliates, sales and marketing campaigns that use Carrier customers' CPNI. Carrier also maintains a record of any and all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record includes a description of each campaign, the specific CPNI that was used in the campaign and what products and services were offered as a part of the campaign. Carrier maintains these records for the minimum required period of one year.

Carrier has established a supervisory review process regarding Carrier compliance with the rules for outbound marketing situations. Specifically, Carrier sales personnel obtain supervisory approval of any proposed outbound marketing request for customer approval.

Carrier maintains confidentiality agreements pursuant to the Commission's CPNI rules with any joint venture partner and independent contractor.

Carrier has implemented a system whereby all CPNI notifications are provided to customers as required by the Commission's rules.

Carrier maintains records of all customer approvals and notifications for the minimum required period of one year.

CERTIFICATION

I, **Gary E. McKenzie**, hereby certify the **25th day of February 2019**, that I am the **President & CEO** of **Two-Way Radio Service, Inc. (t/a TWR Communications)** and that I have personal knowledge that Two-Way Radio Service, Inc. (499-A Filer ID #: **812381**) has established operating procedures that are adequate to ensure compliance with the Customer Proprietary Network Information (CPNI) rules set forth in 47 C.F.R. 64.2001-2009.

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Gary E. McKenzie
President & CEO



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CUSTOMER PROPRIETARY NETWORK INFORMATION POLICY (CPNI)

Two-Way Radio Service, Inc. "t/a TWR Communications" and hereafter referred to as "**TWR Communications**" is committed to maintaining the privacy of our customers. TWR Communications is obliged to provide Customers with protections to certain information about how Customers use our Services. However, that information can help us customize and improve Services TWR Communications offers to Customer.

In this section, TWR Communications describes what information TWR Communications protects and how it is protected.

CPNI PROTECTIONS

As a customer of TWR Communications, Customer has the right, and TWR Communications has a duty, under federal law, to protect the confidentiality of certain types of Services, including: (1) information about the quantity, technical configuration, type, destination, location, and amount of Customer's use of its Services, and (2) information contained on Customer's invoices concerning the Services each Customer receives. That information, when matched to Customer's name, address, and telephone number is known as "**Customer Proprietary Network Information**" or "CPNI" for short. Examples of CPNI include information typically available from telephone-related details on Customer's monthly bill, technical information, and type of Service, current telephone charges, Security details, Call Center contact information, passwords, names, addresses and calling patterns.

APPROVAL

From time to time, TWR Communications would like to use the CPNI information it has on file to provide our customers with information about TWR Communications communications-related products and Services or special promotions. TWR Communications use of CPNI may also enhance its ability to offer products and Services tailored to Customer's specific needs. Accordingly, TWR Communications would like Customer's approval so that TWR Communications may use this CPNI to let Customer know about communications-related Services other than those to which Customer currently subscribes that TWR Communications believes may be of interest to Customer. **IF CUSTOMER APPROVES, CUSTOMER DOES NOT HAVE TO TAKE ANY ACTION; CUSTOMER'S SIGNATURE ON THE SERVICE AGREEMENT SIGNIFIES CUSTOMER'S CONSENT THAT TWR COMMUNICATIONS MAY USE AND DISCLOSE CPNI AS DESCRIBED HEREIN.**

However, Customer does have the right to restrict TWR Communications use of Customer's CPNI. **CUSTOMER MAY DENY OR WITHDRAW TWR COMMUNICATIONS'S RIGHT TO USE CUSTOMER'S CPNI AT ANY TIME BY CALLING (301) 777-2692, (301) 759-3060 or (800) 262-7005.** If Customer denies or restricts its approval for TWR Communications to use Customer's CPNI, Customer will suffer no effect, now or in the future, on how TWR Communications provides any Services to which any customers subscribes. Any denial or restriction of Customer's approval remains valid until Customer's Services are discontinued or Customer affirmatively revokes or limits such approval or denial.

In some instances, TWR Communications will want to share Customer's CPNI with its independent contractors and joint venture partners in order to provide Customer with information about TWR Communications communications-related products and Services or special promotions. Prior to sharing Customer's CPNI with its independent contractors or joint venture partners, TWR Communications will obtain written permission from Customer to do so.

CUSTOMER AUTHENTICATION

Federal privacy rules require TWR Communications to authenticate the identity of our customer prior to disclosing CPNI. Customers calling TWR Communications can discuss their Services and billings with a TWR Communications

representative once that representative has verified the caller's identity. There are three methods by which TWR Communications will conduct Customer authentication:

- 1) By having the Customer provides a pre-established password and/or PIN;
- 2) By calling the Customer back at the telephone number associated with the Services purchased; or
- 3) By mailing the requested documents to the Customer's address of record.
- 4) Verification of the customers address, phone number and one other pertinent detail. This may include their account number, invoice number, invoice amount or account balance.

Passwords and/or PINs may not be any portion of the Customer's social security number, mother's maiden name, and amount or telephone number associated with the Customer's account or any pet name. In the event the Customer fails to remember their password and/or PIN, TWR Communications will ask the Customer a series of questions known only to the Customer and TWR Communications in order to authenticate the Customer. In such an instance, the Customer will then establish a new password/PIN associated with their account. In the event that verification cannot be made, the customer may need to visit TWR, provide a proper driver's license or other photo ID before releasing a password to the customer.

NOTIFICATIONS OF CERTAIN ACCOUNT CHANGES

TWR Communications will be notifying Customer of certain account changes. For example, whenever an online account is created or changed, or a password or other form of authentication (such as a "secret question and answer") is created or changed, TWR Communications will notify the account holder. Additionally, after an account has been established, when a Customer's address (whether postal or e-mail) changes or is added to an account, TWR Communications will send a notification. These notifications may be sent to a postal or e-mail address, or by telephone, voicemail or text message.

DISCLOSURE OF CPNI

TWR Communications may disclose CPNI in the following circumstances:

- When the Customer has approved use of its CPNI for TWR Communications or TWR Communications and its joint venture partners and independent contractors (as the case may be) sales or marketing purposes.
- When disclosure is required by law or court order.
- To protect the rights and property of TWR Communications or to protect Customer and other carriers from fraudulent, abusive, or unlawful use of Services.
- To provide the Services to the Customer, including assisting Customer with troubles associated with its Services.
- To bill the Customer for Services.

PROTECTING CPNI

TWR Communications uses numerous methods to protect Customer's CPNI. This includes software enhancements that identify whether Customer has approved use of its CPNI. Further, all TWR Communications employees are trained on the how CPNI is to be protected and when it may or may not be disclosed. TWR Communications maintains records of its own and its joint venture partners and/or independent contractors (if applicable) sales and marketing campaigns that utilize Customer CPNI. Included in this, is a description of the specific CPNI that was used in such sales or marketing campaigns. TWR Communications also keeps records of all instances in which CPNI is disclosed to third parties or where third parties were allowed access to Customer CPNI.

TWR Communications will not release CPNI during Customer-initiated telephone contact without first authenticating the caller's identity in the manner set-forth herein. Our Call Center and Central Alarm Monitoring Station typically has more information that can be verified than many other departments. This department also has to be more sensitive about what information is shared prior to a process of verification of the caller's identity.

Violation of this CPNI policy by any TWR Communications employee will result in disciplinary action against that employee as set-forth in TWR Communications Employee Manual.

BREACH OF CPNI PRIVACY

In the event TWR Communications experiences a privacy breach and CPNI is disclosed to unauthorized persons, federal rules require TWR Communications to report such breaches to law enforcement. Specifically, TWR Communications will notify law enforcement no later than seven (7) business days after a reasonable determination that such breach has occurred by sending electronic notification through a central reporting facility to the United States Secret Service and the

FBI. A link to the reporting facility can be found at: www.fcc.gov/eb/cpni. TWR Communications cannot inform Customer of the CPNI breach until at least seven (7) days after notification has been sent to law enforcement, unless the law enforcement agent tells the carrier to postpone disclosure pending investigation. Additionally, TWR Communications is required to maintain records of any discovered breaches, the date that TWR Communications discovered the breach, the date carriers notified law enforcement and copies of the notifications to law enforcement, a detailed description of the CPNI breach, including the circumstances of the breach, and law enforcement's response (if any) to the reported breach. TWR Communications will retain these records for a period of not less than two (2) years.

NOTIFICATION OF CHANGES TO THIS POLICY

If TWR Communications changes this CPNI Policy, TWR Communications will provide written notice to our Customer so that Customer can be aware of what information TWR Communications collects, how TWR Communications uses it, and under what circumstances, if any, TWR Communications has or will disclose it. If Customer decides to continue receiving its Services after TWR Communications makes any changes to this the CPNI Policy, Customer shall be deemed to have given express consent to the changes in the revised policy.

TRAINING

All employees with access to CPNI receive a copy of Two-Way Radio Service, Inc. CPNI policies and are informed that (i) any use or disclosure of CPNI or other act or omission not in compliance with such policies will result in disciplinary action, including the termination of employment where appropriate, and (ii) employees who knowingly facilitate the unauthorized disclosure of a customer's confidential information may be subject to criminal penalties. In addition, TWR Communication's requires CPNI training for all staff; including our Call Center and Central Alarm Monitoring Station, Sales, Service, I.T. and Retail personnel that may receive requests CPNI and marketing personnel.

Employee Signature/Confirmation:

I have received and read TWR's Customer's Proprietary Network Information (CPNI) policy and will adhere to verifying information with our company's customers prior to releasing or sharing any information about their account with TWR Communications.

Employees Signature

Date

Employee's Printed Date